

SPSO decision report

Case: 201103666, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Mrs C, an advocacy worker, complained on behalf of Miss A, who had injured her knee in a skiing accident. Miss A was referred by the board to a hospital outwith their area. However, the board for her own area also provided some treatment and investigated and responded to Mrs C's formal complaint. Mrs C complained that the board provided inadequate explanations in response to her complaints and that the board's handling of the complaint was poor.

We were satisfied that, whilst the board's investigation of the complaint was delayed, updates were sent in line with their complaints procedure. That said, we found that the board's initial response to the complaint contained a number of inaccuracies, particularly in relation to some of the dates of events and their description of the operation that Miss A underwent. We noted, however, that the board had accepted this and apologised to Mrs C and Miss A so we made no recommendations.